



# STATE OF DELAWARE OFFICE OF PENSION DE – SINGLE SIGN ON FORGOT USER LOGIN GUIDE

The following instructions will guide you on how to reset your User Login in the event it is forgotten.

1) Navigate to [www.delawarepensions.com](http://www.delawarepensions.com). Click the **Self Service Login** link.



## 2) Already a Registrant

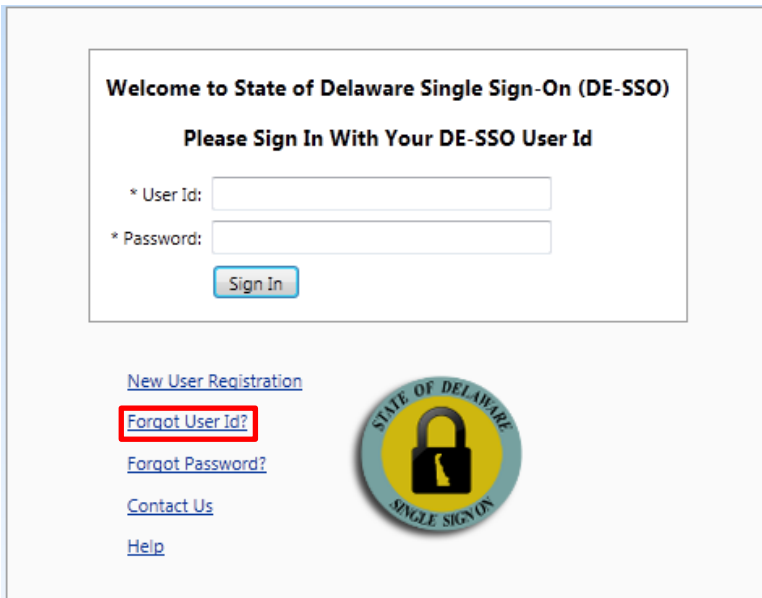


**Retiree Self Service Assistance**

Welcome to ePay, the State of Delaware's secure online pay information system. As a State of Delaware retiree, you have been given secure access to view and print your current and past pay information.

New Registrants	Already a Registrant
Retirees who retired prior to October 2013, you must contact Office of Pensions to request to view your pay advice on-line. Once you have access to view your pay advice on-line, you will no longer receive a paper copy in the mail. <a href="#">Click here to register.</a>	If you have already registered, click the Retiree Self Service Link/ECRIS and sign in. Once signed in, you will be directed to the State of Delaware Sign-On (DE-SSO) page. Click on the Delaware Pensions: Retiree Self Service Pay Advises - <a href="#">click here to view on-line advice.</a>

## 3) Select the *Forgot User Id?* link



**Welcome to State of Delaware Single Sign-On (DE-SSO)**

**Please Sign In With Your DE-SSO User Id**

\* User Id:

\* Password:


[New User Registration](#)

**[Forgot User Id?](#)**

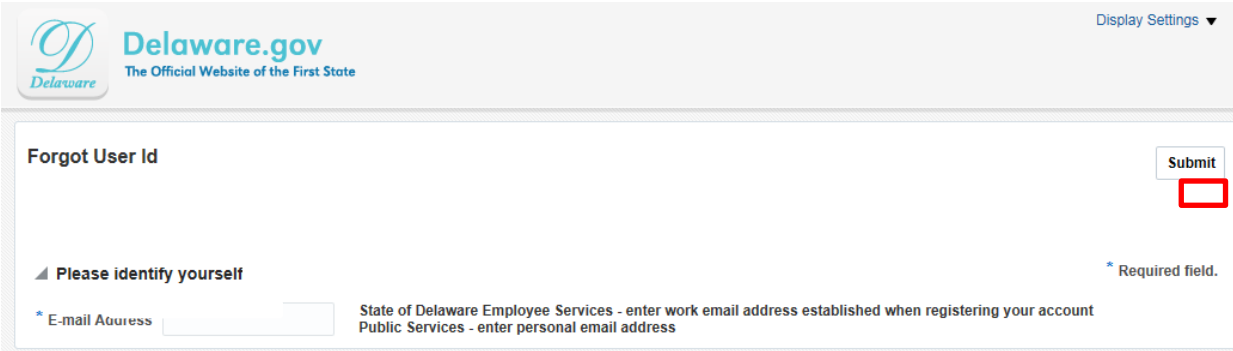
[Forgot Password?](#)


[Contact Us](#)

[Help](#)



## 4) Enter your **E-mail address** and then Click the *Submit* button



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Display Settings ▼

**Forgot User Id**

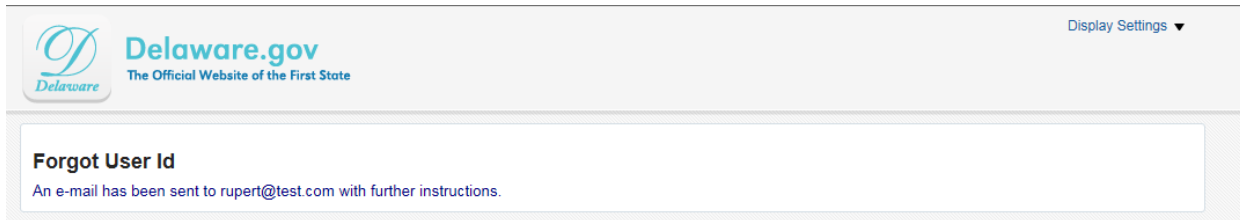
▲ Please identify yourself

\* E-mail Address

State of Delaware Employee Services - enter work email address established when registering your account  
Public Services - enter personal email address

\* Required field.

5) An e-mail will be sent to the address provided when you first set up the account with further instructions



Sample e-mail message:

Our records show that you requested for your user login for the State of Delaware Single Sign On System.

Your Login Id is: **C00000163**

If you have questions regarding this matter, please contact Help Desk of the application you are attempting to access.

For a list of application contacts, click [here](#).

Regards,  
System Administrator

6) Click ***Back to Login***

Google | Yahoo | Bing

 **Delaware.gov**  
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**Welcome to State of Delaware Single Sign-On (DE-SSO)**

**Please Sign In With Your DE-SSO User Id**

\* User Id:

\* Password:

[New User Registration](#)

[Forgot User Id?](#)

[Forgot Password?](#)

[Contact Us](#)


[Help](#)



**WARNING**

Access to the requested resource is protected.  
Use of this system is monitored in compliance with the State and Federal Law.  
Unauthorized use or misconduct will be forwarded to the appropriate authorities.  
By progressing past this point you accept the conditions listed above.

7) Enter new **User ID** and **Password**; click the **Sign In** button. The system returns to the Home page; click Application links then Delaware Pensions: Retiree Self Service to access Pay Advices.

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[Application Links](#) [User Guides](#) [Display Settings](#) [Sign Out](#) [Test T Tester](#)

Delaware Pensions: Retiree Self Service Pay Advices

Refresh Application Links

[Home](#)

After logging in with your new password, the screen below displays.

- Click the **Main Menu** link
- Click the **Self Service** link
- Click the **Payroll and Compensation** link
- Click the **View Paycheck** link

You are ready to view your pay advice.

The screenshot shows the Oracle Self Service interface. At the top, a breadcrumb trail reads: Favorites > Main Menu > Self Service > Payroll and Compensation > View Paycheck. Below this, the Oracle logo is displayed next to the text 'User: xxxxxx on Database: PA92PD'. The main heading is 'View Paycheck'. A message states: 'Enter any information you have and click Search. Leave fields blank for a list of all values.' There are two buttons: 'Find an Existing Value' and 'Add a New Value'. Below these is a 'Search Criteria' section with a dropdown menu. The 'Empl ID:' field is set to 'begins with' and is followed by an empty text input box. At the bottom, there are 'Search' and 'Clear' buttons, followed by links for 'Basic Search' and 'Save Search Criteria'.

**If you have multiple accounts:**

- Click the **Main Menu** link
- Click the **Self Service** link
- Click the **Payroll and Compensation** link
- Click the **View Paycheck** link


The following page displays:

### View Paycheck Consolidated

Enter any information you have and click Search. Leave fields blank for a list of all values.

▼ Search Criteria

Empl ID: begins with ▾

[Basic Search](#)  [Save Search Criteria](#)

#### Search Results

View All First ◀ 1-2 of 2 ▶ Last

Empl ID
104498
139111S01


Click the Search button to obtain the list of Employee IDs available to view:

### View Paycheck Consolidated

Enter any information you have and click Search. Leave fields blank for a list of all values.

▼ Search Criteria

Empl ID: begins with ▾

[Basic Search](#)  [Save Search Criteria](#)

#### Search Results

View All First ◀ 1-2 of 2 ▶ Last

Empl ID
104498
139111S01

Select the Empl ID for the paycheck you wish to view.

## Need Help?

### Login Issues?

#### Contact the Office of Pensions Help Desk:

**(302)-739-4208 or toll-free at (800)722-7300**

### Forgot Password?

**Retirees can reset their password by clicking the Forgot Password link located in the center of the Retiree Self-Service Login page.**

### Need to Change Your Password?

**Retirees can change their password by clicking the My Information link located on the Welcome page for Delaware Pensions: Retiree Self-Service. This is also the area where updates to Basic and Contact Information and Challenge Questions can be made.**